

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



FILED

03/30/21
04:59 PM

Order Instituting Rulemaking to Address
Energy Utility Customer Bill Debt
Accumulated During the COVID-19
Pandemic.

Rulemaking 21-02-014
(Filed February 11, 2021)

**SAN DIEGO GAS & ELECTRIC COMPANY'S (U 902 M) RESPONSE TO THE
ADMINISTRATIVE LAW JUDGE'S RULING DIRECTING UTILITIES TO PROVIDE
DATA**

LAURA M. FULTON

Attorney for:

SAN DIEGO GAS & ELECTRIC COMPANY
8330 Century Park Court, CP32D
San Diego, CA 92123
Telephone: (858) 654-1759
Email: Lfulton@sdge.com

March 30, 2021

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Address
Energy Utility Customer Bill Debt
Accumulated During the COVID-19
Pandemic.

Rulemaking 21-02-014
(Filed February 11, 2021)

**SAN DIEGO GAS & ELECTRIC COMPANY'S (U 902 M) RESPONSE TO THE
ADMINISTRATIVE LAW JUDGE'S RULING DIRECTING UTILITIES TO PROVIDE
DATA**

I. INTRODUCTION

Pursuant to Administrative Law Judge Watts-Zagha's Ruling Directing Utilities to Provide Data dated March 18, 2021, San Diego Gas & Electric Company (SDG&E) respectfully submits this Response.

As directed, SDG&E will file and serve responses to the data request in Attachment A in a PDF/A compliant format by March 30, 2021. Additionally, SDG&E will serve responses to the data request in Attachment A in an Excel format by March 30, 2021. As directed, SDG&E provided answers to Questions 1 and 2 in the Excel template previously provided electronically.

II. CONCLUSION

SDG&E appreciates the opportunity to provide this Response.

Respectfully submitted on behalf of SDG&E,

By: /s/ Laura M. Fulton
Laura M. Fulton

LAURA M. FULTON

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY
8330 Century Park Court, CP32D
San Diego, California 92123
Telephone: (858) 654-1759
E-mail: Lfulton@sdge.com

March 30, 2021

R.21-02-014 SDG&E Response
ALJ Ruling Dated March 18, 2021
Requestor: ALJ Watts-Zagha
Date Submitted: March 30, 2021

Attachment A

1. Residential Arrearage data for unpaid late bills incurred in March 2020 through February 2021

For Responses to Question 1 please see the corresponding Excel template. Please note for Question 1, SDG&E was unable to provide data relating to Question 1(b) because SDG&E does not break out medical baseline accounts by the California Alternate Rates for Energy (CARE)/the Family Electric Rate Assistance (FERA).

2. Small Business Arrearage data for late bills incurred from March 2020 through February 2021

For Responses to Question 2 please see the corresponding Excel template. Please note for Question 2, SDG&E was unable to provide Small Business customer data by zip code or CARE vs. Non-CARE because SDG&E does not track Small Business Customer data for either data point. However, SDG&E provided customer accounts for Small Business for 2020 and 2021. The same Small Business customer could have multiple accounts.

3. Accounting of arrearages and uncollectible amounts

a. What was the total dollar amount of actual uncollectibles by customer class in 2019?

SDG&E did not track uncollectibles by customer class in 2019. SDG&E began tracking arrearages by customer class in 2020, in response to requests from Energy Division related to COVID-19 arrearages. SDG&E's total uncollectible expense, which includes changes in the reserve, was \$8.8 million.

b. In which account(s) were the 2019 actual uncollectibles recorded? Include the account names and numbers, and reference to any routine Advice Letter filings containing updates to said accounts.

In 2019, there were no memorandum or balancing accounts set-up to record uncollectibles. Previously, the only mechanism setup for recovery was the uncollectible rate in SDG&E's General Rate Case to cover any uncollectible expenses, which was not tracked in a memo or balancing account.

c. Is the amount of actual uncollectibles in any year used in calculations of uncollectible factors and/or amounts booked to the uncollectible account in subsequent years? Please provide such calculations.

SDG&E Advice Letter (AL) 3449-E/2811-G includes the rates for the uncollectible revenue rate charged to all customer classes for 2020-2021.¹ For 2020, the uncollectible revenue is used to offset the uncollectible expense to derive the net incremental expense, which goes into the COVID-19 Pandemic Protections Memorandum Account (CPPMA). In order to come up with the uncollectible revenue rate charged, SDG&E takes the total 10-year uncollectible expense by the sales revenue to derive the uncollectible revenue rate. The 2008-2017 historical values are used to derive the rate for 2020.

d. PG&E, SCE, SDG&E, and SoCalGas only: How do the 2019 actual uncollectibles recorded relate to the arrearage amounts reported in your final disconnection report of December 2019 filed in R.18-07-005? Include in your answer a numerical example.

¹ See AL 3449-E/2811-G, approved December 17, 2019 and effective January 1, 2020 at 1.

R.21-02-014 SDG&E Response
ALJ Ruling Dated March 18, 2021
Requestor: ALJ Watts-Zagha
Date Submitted: March 30, 2021

If SDG&E wrote-off any uncollectible debt in 2019, those amounts would not be a part of the arrearage amounts reported in the December 2019 monthly Disconnection OIR Report. Customer debt is tracked as an arrearage while the customer's debt remains active and collection efforts are ongoing. Any remaining unpaid debt is only written off as "uncollectible" and recorded as such after a customer's account becomes "final," which is typically 145 days after the customer is disconnected and receives a final bill. Therefore, debt will either be tracked as an "arrearage" or "uncollectible," but not both. However, a part of uncollectible expense includes a bad debt reserve expense, which would capture a piece of the amounts in arrearage (A/R).

e. What was the total dollar amount of actual uncollectibles by customer class in 2020?

As explained above, due to the disconnection moratoriums currently in place, SDG&E did not write-off certain debt as "uncollectible" because significantly fewer accounts were disconnected and/or "finalized" during the pandemic protections. Moreover, SDG&E does not have a full year of uncollectibles tracked by customer class in 2020 because prior to the COVID-19 pandemic, SDG&E did not track uncollectible expense by customer class. However, SDG&E's total uncollectible expense, which includes changes in the reserve was \$54.8 million. Of this total, \$42.1 million relates to the reserve for the Arrearage Management Payment (AMP) plan.

f. What was the total dollar amount of forecasted uncollectibles by customer class approved in the utility's most recent GRC for 2020?

The amount approved in the most recent GRC for 2020 is based on an uncollectible factor in AL 3449-E/2811-G, which is 0.173%.²

g. How much headroom remains in authorized annual uncollectibles for recovery in rates?

As of February 2021, there is a net undercollection related to the uncollectibles and therefore is no headroom remaining.

h. Has your utility accounted for unpaid amounts billed after March 4, 2020 differently than for unpaid amounts billed prior to March 4, 2020?

Due to the COVID-19 emergency customer protections and disconnection moratoriums in place, SDG&E is prohibited from disconnecting any customers for unpaid amounts. As such, SDG&E is not writing off any customer debt to uncollectible expense. Those customers' arrearages remain in SDG&E's Accounts Receivable and are reflected in the arrearages provided herein. These customers would be a part of the uncollectible expense through the reserve adjustment expense.

i. If at all, how will the resumption of disconnections change the accounting of unpaid amounts billed in 2020?

When the disconnection moratorium ends, customer's existing balances (including amounts billed in 2020) will begin to move through the credit cycle. If no payment is received and the customer is

² *Id.*

R.21-02-014 SDG&E Response
ALJ Ruling Dated March 18, 2021
Requestor: ALJ Watts-Zagha
Date Submitted: March 30, 2021

disconnected for non-payment, the balance will be written off at a future date and the reserve will be decreased to offset the write-offs.

j. If at all, how will the resumption of disconnections change the accounting of unpaid amounts billed in 2021?

Please see SDG&E's response to 3(i) above.

k. If any, what amount of residential arrearages did your utility record to-date in the COVID-19 Pandemic Protections Memorandum Accounts (CPPMA) authorized by Resolutions M-4842 and M-4849?

The total amount of incremental expense (net uncollectible expense less revenue) for residential as of February 2021 is \$3.1 million.

l. If any, what amount of residential arrearages recorded in the CPPMA were subject to disconnection for nonpayment?

None. There have been no disconnections for non-payment.

m. If any arrearages were recorded to the CPPMA, do the arrearages recorded to the CPPMA include residential arrearages from billed amounts prior to March 4, 2020? If yes, were residential arrearages recorded to the CPPMA from billed amounts prior to March 4, 2020 subject to disconnection for nonpayment? What percentage of residential arrearages booked to the CPPMA is attributable to unpaid amounts billed prior to March 4, 2020 and what percentage is attributable to unpaid amounts billed on or after March 4, 2020?

SDG&E has not recorded write-offs to the CPPMA that relate to items prior to March 4, 2020.

n. PG&E, SCE, SDG&E, and SoCalGas please respond to the following questions:
1. What was the total dollar amount of uncollectibles recorded in the Residential Uncollectible Balancing Account in 2020?

SDG&E's Residential Uncollectible Balancing Account (RUBA) has not been approved by the Commission and therefore nothing has gone into the RUBA for 2020.

2. How do dollar amounts for uncollectibles recorded in the Residential Uncollectible Balancing Account remain separate from GRC-authorized uncollectible amounts to prevent double counting for recovery purposes?

SDG&E interprets "headroom" as the level of the authorized uncollectible factor established in its GRC. With that understanding, SDG&E indicates that the amount of headroom in authorized annual uncollectible recovery amounts set forth in SDG&E's GRC would be unaffected by the separation of uncollectible costs in the RUBA as actual residential uncollectible expense will continue to be reflected in the 10-year historical average in determination of the SDG&E's annual uncollectible factor. The amount that will go into RUBA, will be after the uncollectible revenue is offset against the uncollectible expense. Therefore, only the incremental expense will be recorded in the RUBA.

3. How will this separation impact the amount of headroom in authorized annual uncollectible recovery amounts set forth each IOU's General Rate Case?

See SDG&E Response to Question 3(n)(2) above.

4. How does the amount of arrearages recorded in the CPPMA relate to the arrearages reported your December 2020 disconnection report filed in R.18-07-005?

A portion of the arrearages in the December 2020 monthly Disconnection OIR Report is incorporated into SDG&E's bad debt reserve calculation, which is recorded to the CPPMA. However, the portion is not specifically identified.

5. SCE only: for the \$137,800 million identified as "Total Company Accrued Bad Debt Expense YTD Nov-20," explain how this relates to total arrearages in 2020.5 For the percentages of bad debt attributable to residential customers, explain how this amount relates to the unpaid residential arrearages reported in your December 2020 disconnection report filed in R.18-07-005.

This question is not applicable to SDG&E.

6. PG&E only: What was your calculated allowance for doubtful accounts attributable to electric and gas receivables in 2019? 2020?

This question is not applicable to SDG&E.

4. Other forms of utility financial support to customers for their bills.

a. All utilities: Since March 2020, did the utility provide any additional customer arrearage forgiveness or bill relief, such as applying employee or shareholder funds to customer bills?

Yes, since March 2020, SDG&E's has contributed an additional \$1 million to its Neighbor-to-Neighbor program in response to the COVID-19 Pandemic. Further detail on arrearage forgiveness through the Neighbor-to Neighbor program is included in response to questions below.

SDG&E also donated \$3 million in shareholder funds to the San Diego COVID-19 Community Response Fund, administered by the San Diego Foundation. The San Diego COVID-19 Community Response Fund is deploying resources on a rolling basis to nonprofit organizations that are supporting low-income workers, families and vulnerable communities most affected by the coronavirus crisis.³ While not specifically targeted at bill relief programs, the fund helps support local nonprofit groups that provide food, rent and utility payment assistance, as well as resources to overcome the digital divide.

1. Provide the number of customers and the dollar amount of assistance provided from March 2020 through February 2021 through programs such as PG&E's Relief for Energy Assistance through Community Help (REACH) Program, SCE's Energy Assistance Fund, SDG&E's Neighbor-to-Neighbor Fund, and SoCalGas's Gas Assistance Fund.

³ See <https://www.sdfoundation.org/donate-to-the-san-diego-covid-19-community-response-fund/>.

R.21-02-014 SDG&E Response
ALJ Ruling Dated March 18, 2021
Requestor: ALJ Watts-Zagha
Date Submitted: March 30, 2021

From March 2020 through February 2021, SDG&E's Neighbor-to-Neighbor program provided 4,296 customers energy bill assistance totaling of \$587,403.⁴

2. Provide the number of customers in receipt of a LIHEAP pledge and the total dollar amount of LIHEAP pledges provided from March 2020 through February 2021.

From March 2020 through February 2021, a total of 12,027 SDG&E customers received a LIHEAP pledge, amounting to \$4,337,596 of energy bill assistance.

3. To the extent possible, IOUs should estimate how much of the assistance reported in 1. is considered "additional" relative to a typical year.

From 2016 through 2019, SDG&E's Neighbor-to-Neighbor program assisted an average of 1,293 customers with total average energy bill assistance of \$247,200 on an annual basis. In comparison, 4,296 customers were provided \$587,403 in assistance from the Neighbor-to-Neighbor program between March 2020 and February 2021, an increase of 232%. This equates to \$340,203 additional dollars relative to a typical year.

4. Does your utility track and evaluate customer payment behavior, including disconnections, subsequent to the receipt of assistance through REACH/EAF/Neighbor-to-Neighbor/GAF or LIHEAP? If so, please provide the results of such evaluations, including conclusions about the impact of REACH/EAF/Neighbor-to-Neighbor/GAF or LIHEAP on customer payment behavior.

SDG&E does not track and evaluate customer payment behavior, including disconnections, subsequent to the receipt of assistance through Neighbor-to-Neighbor or LIHEAP.

⁴ In Comments of San Diego Gas & Electric Company to the Order Instituting Rulemaking to Address Energy Utility Customer Bill Debt Accumulated During the COVID-19 Pandemic at 2, SDG&E indicated that 4,429 customers were assisted for all of 2020, whereas this response provides total customers assisted from March 2020 through February 2021.

Excel Data

Number of Unique Residential Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	294,401	132,973	161,428
31-60 Days Late	80,815	36,301	44,514
61-90 Days Late	45,466	20,001	25,465
91-120 Days Late	28,064	10,736	17,328
121-150 Days Late	19,922	6,979	12,943
151-180 Days Late	9,911	3,842	6,069
180+ Days Late	110,223	55,114	55,109

Number of Unique Residential Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	294,401	129,917	164,484
Less Than \$250			
\$250-\$500*	257,158	115,632	141,526
\$500-\$1000	26,888	11,007	15,881
\$1000-\$2000	8,084	2,758	5,326
\$2000+	2,271	520	1,751

*SDG&E does not have a break out for less than \$250. The entire balance of less than \$500 is shown in the \$250-\$500 bucket

Number of Unique Residential Customers in Arrears - Mar 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	76,366,175	31,716,714	44,649,461
31-60 Days Late	27,486,901	12,581,393	14,905,508
61-90 Days Late	18,911,187	7,901,073	11,010,114
91-120 Days Late	10,004,628	3,822,242	6,182,386
121-150 Days Late	5,217,534	2,069,530	3,148,005
151-180 Days Late	3,215,359	1,130,432	2,084,927
180+ Days Late	11,530,566	4,212,045	7,318,521

Dollar Amount of Residential Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	76,366,175	31,716,714	44,649,461
Less Than \$250			
\$250-\$500*	39,226,375	18,540,202	20,686,173
\$500-\$1000	18,341,535	7,670,942	10,670,592
\$1000-\$2000	10,720,658	3,668,698	7,051,960
\$2000+	8,077,607	1,836,872	6,240,736

*SDG&E does not have a break out for less than \$250. The entire balance of less than \$500 is shown in the \$250-\$500 bucket

Dollar Amount of Residential Customers in Arrears - Mar 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,463,826	303,385	1,160,441

Total Number of Residential Customers - Mar 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Mar 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Mar 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Mar 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	303,588	137,098	166,490
31-60 Days Late	74,541	33,118	41,423
61-90 Days Late	42,731	19,659	23,072
91-120 Days Late	33,423	13,845	19,578
121-150 Days Late	23,972	8,562	15,410
151-180 Days Late	17,599	5,909	11,690
180+ Days Late	111,322	56,005	55,317

Number of Unique Residential Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	303,588	137,098	166,490
Less Than \$250			
\$250-\$500	260,635	119,372	141,263
\$500-\$1000	30,743	13,439	17,304
\$1000-\$2000	9,624	3,611	6,013
\$2000+	2,586	676	1,910

Number of Unique Residential Customers in Arrears - Apr 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	82,667,466	34,900,500	47,766,966
31-60 Days Late	24,846,149	11,609,202	13,236,947
61-90 Days Late	17,671,125	8,158,924	9,512,201
91-120 Days Late	14,902,577	5,899,213	9,003,365
121-150 Days Late	8,431,381	3,060,725	5,370,656
151-180 Days Late	4,369,263	1,671,405	2,697,859
180+ Days Late	12,446,969	4,501,031	7,945,938

Dollar Amount of Residential Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	82,667,466	34,900,500	47,766,966
Less Than \$250			
\$250-\$500	39,798,060	18,844,382	20,953,678
\$500-\$1000	21,028,869	9,156,220	11,872,649
\$1000-\$2000	12,796,936	4,709,397	8,087,539
\$2000+	9,043,600	2,190,500	6,853,099

Dollar Amount of Residential Customers in Arrears - Apr 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,466,317	310,890	1,155,427

Total Number of Residential Customers - Apr 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Apr 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Apr 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Apr 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	291,358	128,843	162,515
31-60 Days Late	61,765	25,567	36,198
61-90 Days Late	38,248	17,054	21,194
91-120 Days Late	29,527	12,889	16,638
121-150 Days Late	27,098	10,320	16,778
151-180 Days Late	20,678	6,942	13,736
180+ Days Late	114,042	56,071	57,971

Number of Unique Residential Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	291,358	128,843	162,515
Less Than \$250			
\$250-\$500	245,272	109,081	136,191
\$500-\$1000	32,168	14,501	17,667
\$1000-\$2000	11,024	4,440	6,584
\$2000+	2,894	821	2,073

Number of Unique Residential Customers in Arrears - May 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	84,098,780	35,581,935	48,516,845
31-60 Days Late	21,858,418	9,970,621	11,887,797
61-90 Days Late	15,772,838	7,481,696	8,291,142
91-120 Days Late	13,171,465	5,889,818	7,281,647
121-150 Days Late	12,290,181	4,619,800	7,670,382
151-180 Days Late	7,071,653	2,468,619	4,603,034
180+ Days Late	13,934,224	5,151,381	8,782,843

Dollar Amount of Residential Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	84,098,780	35,581,935	48,516,845
Less Than \$250			
\$250-\$500	23,832,339	19,809,114	4,023,226
\$500-\$1000	26,447,283	9,269,596	17,177,687
\$1000-\$2000	13,986,706	3,353,238	10,633,469
\$2000+	19,832,452	3,149,987	16,682,465

Dollar Amount of Residential Customers in Arrears - May 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,468,599	318,985	1,149,614

Total Number of Residential Customers - May 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - May 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - May 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -May 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	292,775	130,545	162,230
31-60 Days Late	64,638	27,932	36,706
61-90 Days Late	30,808	13,378	17,430
91-120 Days Late	26,895	11,635	15,260
121-150 Days Late	23,890	9,967	13,923
151-180 Days Late	23,351	8,432	14,919
180+ Days Late	123,193	59,201	63,992

Number of Unique Residential Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	292,775	130,545	162,230
Less Than \$250			
\$250-\$500	243,733	108,463	135,270
\$500-\$1000	33,846	15,921	17,925
\$1000-\$2000	12,014	5,153	6,861
\$2000+	3,182	1,008	2,174

Number of Unique Residential Customers in Arrears - Jun 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	87,138,811	38,070,940	49,067,871
31-60 Days Late	21,660,312	10,571,102	11,089,210
61-90 Days Late	14,644,599	6,888,509	7,756,090
91-120 Days Late	12,040,821	5,659,054	6,381,767
121-150 Days Late	10,768,535	4,701,399	6,067,135
151-180 Days Late	10,426,505	3,788,541	6,637,964
180+ Days Late	17,598,040	6,462,335	11,135,705

Dollar Amount of Residential Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	87,138,811	38,070,940	49,067,871
Less Than \$250			
\$250-\$500	36,793,839	17,154,321	19,639,518
\$500-\$1000	23,379,938	10,932,537	12,447,401
\$1000-\$2000	16,042,440	6,794,024	9,248,416
\$2000+	10,922,594	3,190,058	7,732,536

Dollar Amount of Residential Customers in Arrears - Jun 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,470,927	322,781	1,148,146

Total Number of Residential Customers - Jun 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Jun 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Jun 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Jun 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	292,492	130,345	162,147
31-60 Days Late	66,130	28,410	37,720
61-90 Days Late	30,897	13,687	17,210
91-120 Days Late	21,268	8,905	12,363
121-150 Days Late	21,529	8,822	12,707
151-180 Days Late	20,146	8,007	12,139
180+ Days Late	132,522	62,514	70,008

Number of Unique Residential Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	292,492	130,345	162,147
Less Than \$250			
\$250-\$500	240,629	105,926	134,703
\$500-\$1000	35,136	17,219	17,917
\$1000-\$2000	13,184	5,948	7,236
\$2000+	3,543	1,252	2,291

Number of Unique Residential Customers in Arrears - Jul 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	90,197,509	40,602,527	49,594,982
31-60 Days Late	22,184,614	10,919,522	11,265,092
61-90 Days Late	14,199,287	7,255,131	6,944,156
91-120 Days Late	11,340,212	5,276,649	6,063,563
121-150 Days Late	9,801,128	4,511,901	5,289,227
151-180 Days Late	9,000,502	3,845,763	5,154,740
180+ Days Late	23,671,765	8,793,560	14,878,205

Dollar Amount of Residential Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	90,197,509	40,602,527	49,594,982
Less Than \$250			
\$250-\$500	51,913,182	27,595,382	24,317,799
\$500-\$1000	21,308,053	7,524,442	13,783,611
\$1000-\$2000	9,797,911	3,130,404	6,667,506
\$2000+	7,178,363	2,352,298	4,826,065

Dollar Amount of Residential Customers in Arrears - Jul 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,473,495	326,144	1,147,351

Total Number of Residential Customers - Jul 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Jul 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Jul 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Jul 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	283,541	128,604	154,937
31-60 Days Late	68,496	29,387	39,109
61-90 Days Late	30,419	13,596	16,823
91-120 Days Late	19,926	8,749	11,177
121-150 Days Late	16,311	6,487	9,824
151-180 Days Late	16,673	6,770	9,903
180+ Days Late	131,716	63,615	68,101

Number of Unique Residential Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	283,541	128,604	154,937
Less Than \$250			
\$250-\$500	228,223	101,512	126,711
\$500-\$1000	36,270	18,485	17,785
\$1000-\$2000	14,876	7,023	7,853
\$2000+	4,172	1,584	2,588

Number of Unique Residential Customers in Arrears - Aug 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	94,342,511	43,738,126	50,604,386
31-60 Days Late	25,379,499	12,193,797	13,185,701
61-90 Days Late	14,253,407	7,400,007	6,853,401
91-120 Days Late	10,759,258	5,539,979	5,219,280
121-150 Days Late	9,185,650	4,257,775	4,927,875
151-180 Days Late	8,025,923	3,698,784	4,327,140
180+ Days Late	26,738,773	10,647,784	16,090,989

Dollar Amount of Residential Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	94,342,511	43,738,126	50,604,386
Less Than \$250			
\$250-\$500	34,917,900	16,629,621	18,288,279
\$500-\$1000	25,260,930	12,857,258	12,403,672
\$1000-\$2000	19,994,537	9,377,291	10,617,246
\$2000+	14,169,144	4,873,956	9,295,188

Dollar Amount of Residential Customers in Arrears - Aug 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,475,861	328,196	1,147,665

Total Number of Residential Customers - Aug 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Aug 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Aug 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Aug 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	273,689	126,960	146,729
31-60 Days Late	60,506	26,233	34,273
61-90 Days Late	33,604	15,501	18,103
91-120 Days Late	20,777	9,262	11,515
121-150 Days Late	15,255	6,597	8,658
151-180 Days Late	12,968	5,108	7,860
180+ Days Late	130,579	64,259	66,320

Number of Unique Residential Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	273,689	126,960	146,729
Less Than \$250			
\$250-\$500	214,269	97,601	116,668
\$500-\$1000	37,527	19,175	18,352
\$1000-\$2000	16,943	8,161	8,782
\$2000+	5,128	2,022	3,106

Number of Unique Residential Customers in Arrears - Sept 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	99,315,242	46,334,436	52,980,806
31-60 Days Late	24,666,382	11,011,956	13,654,426
61-90 Days Late	17,055,007	8,654,248	8,400,759
91-120 Days Late	11,169,121	5,862,956	5,306,166
121-150 Days Late	8,907,051	4,596,375	4,310,676
151-180 Days Late	7,798,334	3,615,334	4,183,000
180+ Days Late	29,719,347	12,593,568	17,125,779

Dollar Amount of Residential Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	99,315,242	46,334,436	52,980,806
Less Than \$250			
\$250-\$500	32,883,961	15,743,962	17,139,998
\$500-\$1000	26,248,374	13,414,264	12,834,111
\$1000-\$2000	22,925,406	10,970,035	11,955,371
\$2000+	17,257,501	6,206,175	11,051,326

Dollar Amount of Residential Customers in Arrears - Sept 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,478,561	331,110	1,147,451

Total Number of Residential Customers - Sept 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Sept 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Sept 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Sept 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	282,426	129,790	152,636
31-60 Days Late	69,910	28,786	41,124
61-90 Days Late	29,848	13,311	16,537
91-120 Days Late	24,148	10,732	13,416
121-150 Days Late	16,838	7,294	9,544
151-180 Days Late	12,586	5,321	7,265
180+ Days Late	129,096	64,346	64,750

Number of Unique Residential Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	282,426	129,790	152,636
Less Than \$250			
\$250-\$500	213,462	96,774	116,688
\$500-\$1000	41,706	20,636	21,070
\$1000-\$2000	20,367	9,627	10,740
\$2000+	6,891	2,753	4,138

Number of Unique Residential Customers in Arrears - Oct 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	113,660,174	51,721,570	61,938,603
31-60 Days Late	33,231,984	13,475,061	19,756,923
61-90 Days Late	17,094,112	7,896,496	9,197,615
91-120 Days Late	13,657,373	6,950,865	6,706,509
121-150 Days Late	9,402,109	4,942,923	4,459,186
151-180 Days Late	7,662,590	3,972,684	3,689,907
180+ Days Late	32,612,006	14,483,541	18,128,465

Dollar Amount of Residential Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	113,660,174	51,721,570	61,938,603
Less Than \$250			
\$250-\$500	33,706,657	15,738,775	17,967,882
\$500-\$1000	29,272,461	14,489,745	14,782,716
\$1000-\$2000	27,693,677	13,016,860	14,676,817
\$2000+	22,987,379	8,476,190	14,511,189

Dollar Amount of Residential Customers in Arrears - Oct 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,481,164	332,651	1,148,513

Total Number of Residential Customers - Oct 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Oct 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Oct 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Oct 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	305,536	138,641	166,895
31-60 Days Late	87,887	35,803	52,084
61-90 Days Late	37,206	15,209	21,997
91-120 Days Late	20,721	8,956	11,765
121-150 Days Late	19,509	8,335	11,174
151-180 Days Late	13,960	5,959	8,001
180+ Days Late	126,253	64,379	61,874

Number of Unique Residential Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	305,536	138,641	166,895
Less Than \$250			
\$250-\$500	225,680	101,152	124,528
\$500-\$1000	46,508	22,460	24,048
\$1000-\$2000	24,458	11,452	13,006
\$2000+	8,890	3,577	5,313

Number of Unique Residential Customers in Arrears - Nov 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	132,539,642	59,416,405	73,123,237
31-60 Days Late	39,132,360	16,117,922	23,014,437
61-90 Days Late	24,439,280	10,008,796	14,430,483
91-120 Days Late	13,901,908	6,411,673	7,490,235
121-150 Days Late	11,642,143	5,922,078	5,720,065
151-180 Days Late	8,128,112	4,294,007	3,834,105
180+ Days Late	35,295,840	16,661,928	18,633,913

Dollar Amount of Residential Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	132,539,642	59,416,405	73,123,237
Less Than \$250			
\$250-\$500	36,556,914	16,845,719	19,711,194
\$500-\$1000	32,799,773	15,862,289	16,937,484
\$1000-\$2000	33,491,703	15,605,598	17,886,105
\$2000+	29,691,252	11,102,799	18,588,454

Dollar Amount of Residential Customers in Arrears - Nov 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,483,278	334,674	1,148,604

Total Number of Residential Customers - Nov 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Nov 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Nov 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Nov 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	320,881	144,593	176,288
31-60 Days Late	87,307	35,063	52,244
61-90 Days Late	49,404	20,213	29,191
91-120 Days Late	27,949	11,021	16,928
121-150 Days Late	16,769	7,120	9,649
151-180 Days Late	16,422	7,052	9,370
180+ Days Late	123,030	64,124	58,906

Number of Unique Residential Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	320,881	144,593	176,288
Less Than \$250			
\$250-\$500	235,971	104,143	131,828
\$500-\$1000	48,100	23,505	24,595
\$1000-\$2000	26,618	12,761	13,857
\$2000+	10,192	4,185	6,007

Number of Unique Residential Customers in Arrears - Dec 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	142,479,530	64,356,362	78,123,168
31-60 Days Late	32,474,911	13,864,885	18,610,026
61-90 Days Late	29,021,631	12,170,495	16,851,136
91-120 Days Late	20,381,159	8,372,368	12,008,792
121-150 Days Late	11,978,233	5,563,161	6,415,072
151-180 Days Late	10,153,909	5,246,336	4,907,573
180+ Days Late	38,469,686	19,139,117	19,330,569

Dollar Amount of Residential Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	142,479,530	64,356,362	78,123,168
Less Than \$250			
\$250-\$500	37,394,617	17,054,824	20,339,793
\$500-\$1000	34,044,822	16,656,907	17,387,915
\$1000-\$2000	36,679,077	17,514,058	19,165,018
\$2000+	34,361,014	13,130,572	21,230,442

Dollar Amount of Residential Customers in Arrears - Dec 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,487,038	336,365	1,150,673

Total Number of Residential Customers - Dec 2020			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Dec 2020			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Dec 2020			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Dec 2020			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	301,354	135,545	165,809
31-60 Days Late	76,881	31,856	45,025
61-90 Days Late	41,515	17,483	24,032
91-120 Days Late	35,673	14,285	21,388
121-150 Days Late	23,263	8,964	14,299
151-180 Days Late	13,908	6,118	7,790
180+ Days Late	110,114	56,839	53,275

Number of Unique Residential Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	301,354	135,545	165,809
Less Than \$250			
\$250-\$500	215,418	92,702	122,716
\$500-\$1000	47,212	22,951	24,261
\$1000-\$2000	27,319	13,325	13,994
\$2000+	11,405	4,790	6,615

Number of Unique Residential Customers in Arrears - Jan 2021			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	145,319,987	64,574,332	80,745,655
31-60 Days Late	32,305,930	13,613,429	18,692,501
61-90 Days Late	21,657,219	9,393,013	12,264,207
91-120 Days Late	22,934,369	9,380,050	13,554,318
121-150 Days Late	16,952,094	6,809,025	10,143,069
151-180 Days Late	10,008,182	4,603,787	5,404,396
180+ Days Late	41,462,192	20,775,028	20,687,164

Dollar Amount of Residential Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	145,319,987	64,574,332	80,745,655
Less Than \$250			
\$250-\$500	35,614,553	14,872,068	20,742,485
\$500-\$1000	33,462,641	16,315,280	17,147,361
\$1000-\$2000	37,606,610	18,273,805	19,332,805
\$2000+	38,636,183	15,113,179	23,523,004

Dollar Amount of Residential Customers in Arrears - Jan 2021			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,326,214	340,094	986,120

Total Number of Residential Customers - Jan 2021			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Jan 2021			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Jan 2021			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Jan 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Residential Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	309,580	139,252	170,328
31-60 Days Late	84,142	35,873	48,269
61-90 Days Late	41,636	17,914	23,722
91-120 Days Late	30,743	12,559	18,184
121-150 Days Late	29,914	11,825	18,089
151-180 Days Late	19,973	7,613	12,360
180+ Days Late	103,172	53,468	49,704

Number of Unique Residential Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	309,580	139,252	170,328
Less Than \$250			
\$250-\$500	216,723	95,092	121,631
\$500-\$1000	49,882	23,853	26,029
\$1000-\$2000	29,780	14,631	15,149
\$2000+	13,195	5,676	7,519

Number of Unique Residential Customers in Arrears - Feb 2021			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Residential Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	158,514,363	69,734,235	88,780,128
31-60 Days Late	38,165,383	15,797,505	22,367,878
61-90 Days Late	22,901,577	9,919,349	12,982,227
91-120 Days Late	17,668,243	7,637,731	10,030,513
121-150 Days Late	19,637,330	7,983,591	11,653,739
151-180 Days Late	14,701,853	5,897,595	8,804,257
180+ Days Late	45,439,977	22,498,464	22,941,513

Dollar Amount of Residential Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	158,514,363	69,734,235	88,780,128
Less Than \$250			
\$250-\$500	37,105,658	14,473,283	22,632,375
\$500-\$1000	35,379,784	16,964,342	18,415,442
\$1000-\$2000	41,085,468	20,195,294	20,890,174
\$2000+	44,943,452	18,101,316	26,842,136

Dollar Amount of Residential Customers in Arrears - Feb 2021			
	Total	Bundled	Unbundled
Total			

Total Number of Residential Customers - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,326,463	340,932	985,531

Total Number of Residential Customers - Feb 2021			
	Total	Bundled	Unbundled
Total			

Number of Unique Medical Baseline Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Medical Baseline Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Number of Unique Medical Baseline Customers in Arrears - Feb 2021			
	Total	Bundled	Unbundled
Total			

Dollar Amount of Medical Baseline Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Medical Baseline Customers in Arrears - Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			
Less Than \$250			
\$250-\$500			
\$500-\$1000			
\$1000-\$2000			
\$2000+			

Dollar Amount of Medical Baseline Customers in Arrears - Feb 2021			
	Total	Bundled	Unbundled
Total			

Total Number of Medical Baseline Customers -Feb 2021			
	Total	CARE/FERA	Non-CARE/FERA
Total			

Number of Unique Small Business Customers in Arrears -Mar 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Mar 2020			
	Total	CARE	Non-CARE
Total	6,032,384		
31-60 Days Late	3,251,871		
61-90 Days Late	994,943		
91-120 Days Late	1,785,570		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Mar 2020			
	Total	CARE	Non-CARE
Total	147,471	245	147,226

Number of Unique Small Business Customers in Arrears - Apr 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Apr 2020			
	Total	CARE	Non-CARE
Total	9,588,379		
31-60 Days Late	5,548,728		
61-90 Days Late	1,787,953		
91-120 Days Late	2,251,698		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Apr 2020			
	Total	CARE	Non-CARE
Total	146,133	250	145,883

Number of Unique Small Business Customers in Arrears - May 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - May 2020			
	Total	CARE	Non-CARE
Total	9,506,777		
31-60 Days Late	3,605,609		
61-90 Days Late	2,775,629		
91-120 Days Late	3,125,538		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - May 2020			
	Total	CARE	Non-CARE
Total	148,558	254	148,304

Number of Unique Small Business Customers in Arrears - Jun 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Jun 2020			
	Total	CARE	Non-CARE
Total	9,186,135		
31-60 Days Late	3,472,574		
61-90 Days Late	1,694,285		
91-120 Days Late	4,019,275		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Jun 2020			
	Total	CARE	Non-CARE
Total	147,449	264	147,185

Number of Unique Small Business Customers in Arrears - Jul 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Jul 2020			
	Total	CARE	Non-CARE
Total	9,808,848		
31-60 Days Late	3,865,898		
61-90 Days Late	1,644,093		
91-120 Days Late	4,298,858		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Jul 2020			
	Total	CARE	Non-CARE
Total	145,835	266	145,569

Number of Unique Small Business Customers in Arrears - Aug 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Aug 2020			
	Total	CARE	Non-CARE
Total	11,055,921		
31-60 Days Late	4,379,608		
61-90 Days Late	1,936,314		
91-120 Days Late	4,739,999		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Aug 2020			
	Total	CARE	Non-CARE
Total	148,240	266	147,974

Number of Unique Small Business Customers in Arrears - Sept 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Sept 2020			
	Total	CARE	Non-CARE
Total	12,297,195		
31-60 Days Late	4,734,876		
61-90 Days Late	2,238,848		
91-120 Days Late	5,323,470		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Sept 2020			
	Total	CARE	Non-CARE
Total	147,235	263	146,972

Number of Unique Small Business Customers in Arrears - Oct 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Oct 2020			
	Total	CARE	Non-CARE
Total	13,775,140		
31-60 Days Late	5,245,374		
61-90 Days Late	2,394,534		
91-120 Days Late	6,135,232		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Oct 2020			
	Total	CARE	Non-CARE
Total	147,568	263	147,305

Number of Unique Small Business Customers in Arrears - Nov 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Nov 2020			
	Total	CARE	Non-CARE
Total	15,663,268		
31-60 Days Late	5,521,496		
61-90 Days Late	2,867,718		
91-120 Days Late	7,274,054		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Nov 2020			
	Total	CARE	Non-CARE
Total	146,910	268	146,642

Number of Unique Small Business Customers in Arrears - Dec 2020			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Dec 2020			
	Total	CARE	Non-CARE
Total	16,926,755		
31-60 Days Late	5,089,290		
61-90 Days Late	3,113,786		
91-120 Days Late	8,723,678		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Dec 2020			
	Total	CARE	Non-CARE
Total	148,537	269	148,268

Number of Unique Small Business Customers in Arrears - Jan 2021			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Jan 2021			
	Total	CARE	Non-CARE
Total	17,643,295		
31-60 Days Late	4,654,844		
61-90 Days Late	2,749,387		
91-120 Days Late	10,239,065		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Jan 2021			
	Total	CARE	Non-CARE
Total	147,827	272	147,555

Number of Unique Small Business Customers in Arrears - Feb 2021			
	Total	CARE	Non-CARE
Total			
31-60 Days Late			
61-90 Days Late			
91-120 Days Late			
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Number of Unique Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Dollar Amount of Small Business Customers in Arrears - Feb 2021			
	Total	CARE	Non-CARE
Total	17,569,417		
31-60 Days Late	4,198,496		
61-90 Days Late	2,246,733		
91-120 Days Late	11,124,188		
121-150 Days Late			
151-180 Days Late			
180+ Days Late			

Dollar Amount of Small Business Customers in Arrears			
	Total	CARE	Non-CARE
Total			
Less Than \$500			
\$500-\$2000			
\$2000-\$5000			
\$5000+			

Number of Active Unique Small Business Customers - Feb 2021			
	Total	CARE	Non-CARE
Total	147,311	270	147,041

ZIP Code	Number of Unique Small Business Customers in Arrears

ZIP Code	Dollar Amount of Small Business Customers in Arrears

ZIP Code	Number of Unique Small Business Customers